

Commonwealth Office of Technology

Rated Service Description

Tier II Firewall Support Services		Rate
FW20	<p>Monthly, per firewall</p> <p>The Commonwealth Office of Technology (COT) features two distinct firewall platforms as part of its network security service offerings. These two platforms are defined as Tier I Firewall Service and Tier II Firewall Service. COT offers two different platforms for firewall protection because of the diversity of security needs that exist among the different agencies that connect to KIH. The following is an Executive Summary of the differences in Tier I and Tier II firewall services.</p> <p>The Tier II Firewall Service is designed to meet the security needs of small to medium sized agencies or to serve as a departmental firewall behind an agency's Tier I solution. This solution primarily utilizes Nortel's Contivity Stateful Firewall due to its cost-effectiveness. However, a Checkpoint based ASF can be used to provide this service when higher throughput is a necessity. Tier II Firewall customers receive support directly from COT's Firewall Team through the Commonwealth Service Desk. Therefore, the Tier II Firewall solution provides the following security.</p>	\$400
FW20	<p>Includes the following HARDWARE</p> <p>Firewall equipment will be provided by COT and a one time charge, dependent on actual equipment used, will be passed thru for the cost of hardware.</p>	
FW20	<p>Includes the following SOFTWARE</p> <p>Firewall software will be provided by COT and a one time charge, dependent on actual software used, will be passed thru for the cost of the software.</p>	
FW20	<p>Includes the following SERVICES</p> <p>Log Access – All Tier II Firewalls log rule based actions to COT's Enterprise Firewall Syslog Server. Tier II Firewall customers are provided with login credentials that allow them to view/copy their log files for their own research.</p> <p>Firewall Health Check / Network Availability – COT's Firewall Team monitors the firewall hardware, OS, software and interfaces for network availability through a series of health checks. As such, COT's Firewall Team will apply patches to the firewall (hardware and software) as needed. In the event of a failure, COT staff will be automatically alerted and begin working immediately to restore connectivity.</p> <p>Non-Emergency Firewall Maintenance / Rule Base Changes – Authorized Agency Security Contacts may request up to 4 firewall rule base changes per month to secure their network. Changes are submitted to COT via the Commonwealth Service Desk. Rule base changes that are received by 3:00 PM EST are guaranteed to be administered by COT Network Operations staff during the next morning's change control window from 6:00 AM to 7:00 AM.</p> <p>Six (6) Emergency Change Controls a year. Emergency Change Controls are defined as any change to the rule base that requires resolution within four (4) hours.</p>	
FW20	<p>To Initiate Service or Report a Problem with this service</p> <p>Please contact the Commonwealth Service Desk:</p> <ul style="list-style-type: none"> • 24x7 Phone support: 502-564-7576 • Toll free support number: 800-372-7434 • Via e-mail CommonwealthServiceDesk@ky.gov <p>An approved Agency firewall contact will need to complete an F180 Form and provide a valid billing number and signed EO when requesting new service. Furthermore, requests for change or troubleshooting must come from an authorized agency network or security contact, and must include the source IP address/range, destination IP address/range, as well as the service ports (TCP/UDP).</p>	

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FW20	Additional Service Clarifications
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